

**Kansas Non-Emergency Medical Transportation (NEMT) Broker Program**  
**Kansas Health Policy Authority**  
**2009-2010**

On November 1, 2009 **Medical Transportation Management (MTM, Inc.)** will begin providing NEMT to the Kansas Medicaid Fee-For-Service population. Beneficiaries will have one toll free number to call M-F, 8-5 to schedule all appointments to and from Medicaid covered services. This change does not affect the MCO members of UniCare Health Plan of Kansas or Children's Mercy Family Health Partners. It only affects the fee-for-service population. MTM will be paid a capitated rate for all eligible beneficiaries.

**Requests for Service**

- Beneficiaries/case workers/caretakers should call 1-888-240-6497 after October 26, 2009 to schedule trips to appointments scheduled after November 1, 2009.
- All trip requests will be prior authorized by MTM. For beneficiaries with recurring trips, prior authorization can be established for up to 6 months.
- MTM will confirm eligibility of the beneficiary and that the request is a Medicaid covered service to the nearest provider, as per Federal Rule.
- Scheduling of routine appointments is to be made at least 48 hours in advance. Urgent requests will be accommodated when possible but MTM may verify the urgency by contacting the office who set the appointment.

**Modes of Transportation**

Modes of Transportation include Public Transit, Mileage Reimbursement, Sedan, Taxi, wheelchair equipped vehicle, or stretcher van.

**Notable changes**

**Use of Public Transportation**

- In areas that have public transportation, this will be the first choice for transport based on the following determinations:
  - If Level of Need (LON) requires and/or passenger states they are physically and mentally able to be transported via bus or other public transit vehicle. LON is directed by a Health care professional which includes physicians, dentists, nurse practitioners, physician assistants, nurses, pharmaconomists/pharmacists, therapists, psychologists, chiropractors, physical therapists, optometrists, and other Licensed Health Care Practitioners.
  - Pick up and drop off sites are within ¾ of a mile from bus line.
- Public transportation will not be used if one or more of the following apply
  - If more than one transfer is needed using public transit, then public transit may not be suitable.
  - Beneficiary is traveling with an infant under six (6) months old.
  - An adult or individual 16 years of age or older is traveling with more than 2 children under the age of 5.
  - Beneficiary is in her third trimester of pregnancy.
  - Beneficiary has a high risk pregnancy
  - Bus line is not operational on day and/or time of appointment.

- Beneficiary is not physically or mentally capable of getting to or from bus stop or needs curb to curb service.
- Beneficiary is age 70 or older and uses walker, crutches and/or cane.

### **Minor Traveling Alone**

- Beneficiary is under the 16 years of age must be accompanied by an adult or guardian  
Exception:
  - If beneficiary is 12-16 years of age and parent or guardian has signed waiver of consent with MTM, beneficiary may travel alone.

### **Medically Needy**

The beneficiary is responsible for payment of claims to the transportation provider until the Spend-down is met. MTM will assist in providing the caller with names and telephone numbers of area providers but will not be responsible to schedule transportation for those on a spend-down. MTM will enter beneficiary billed claims for NEMT claims during a persons' Spend-down base period. A specific form is being created by KHPA to be used for this process and will be made available to beneficiaries through the KMAP website. Beneficiaries may request assistance from their case workers to print this form off the website.

### **NEMT Providers**

Providers throughout the state will be required to contract with MTM in order submit claims for payment. MTM currently contracts with Children's Mercy Family Health Partners and upon award of the contract, had providers in 74 counties throughout Kansas. Provider meetings with MTM are scheduled throughout October in Topeka, Kansas City, Wichita, and Salina.

### **Vehicles**

All vehicles are inspected annually and Registration and Insurance must be current at all times.

### **Driver Requirements**

Courteous, professional drivers must be in uniform with a visible picture name badge. Drivers must be credentialed and must pass annual KBI background checks and random drug screening. Training includes Basic First Aid, Defensive driving, and Assisting Passengers with Disabilities.

### **Quality Assurance**

- Beneficiary- Customer satisfaction surveys will be conducted on 5% of all rides provided.
- Provider- Provider Surveys will be conducted as directed by KHPA.

### **Grievance Process**

MTM will have a formal grievance process and if the grievance is against MTM, KHPA will handle the grievance.

### **Communications**

To Beneficiaries:

- On approximately October 13, 2009 KHPA will be mailing a notification, as well as posting information on our KMAP website, to inform Beneficiaries of the change to MTM. They will be provided the telephone number of 1-888-240-6497 and instructed to contact MTM

after October 26, 2009 to schedule transportation to appointments after November 1, 2009.

- On approximately October 26, 2009, MTM will mail a welcome letter to reiterate the information provided in the letter from KHPA.
- MTM has a brochure that will be distributed to SRS locations, and provider's offices to be handed out as needed. This brochure will also be mailed out as needed, when the beneficiary requests additional information.
- The KMAP website will continue to be updated with information to assist beneficiaries, as needed.
- Our fiscal agent will refer callers to the MTM phone number if they continue to call them after November 1, 2009.
- Providers will be asked in their letter to refer beneficiaries to MTM if they receive calls after November 1, 2009.
- Letters went out to the Secretary's of SRS, KDHE, and KDoA on September 17 for distribution to employees of those agencies.

To NEMT Providers:

- Upon award of the contract, KHPA began posting web alerts on the KMAP website and placing banners on the Remittance Advices of providers to inform them of the transition and how to get in contact with MTM.
- MTM was provided a list of Providers and has been contacting them directly.
- A letter is also scheduled to be mailed out October 6 explaining how to process claims after November 1 and providing telephone numbers, etc.

To Medical Providers:

- MTM will have 2 Education, Training, and Outreach (ETO) Coordinators who will hold meetings within the community or call on provider offices as needed to assist in an understanding of the program.

The ETO plan is as follows:

MTM will set up Regional Meetings for providers and will send out invitations to include all parties on the list below:

- Dialysis Centers Statewide
- Methadone Clinics Statewide
- Hospital Social Service Departments
- SRS Regional Offices (6)

During the meetings, MTM will present a PowerPoint presentation and a Facility Manual will be distributed to all parties attending. Providers unable to attend will be sent a Facility Manual upon request. The Regional Meetings will take place between October 14<sup>th</sup> and the 23<sup>rd</sup>.

If there are additional groups or agencies that would like to receive an invitation, please contact Tracy Conklin, KHPA Transportation Manager at [Tracy.Conklin@khpa.ks.gov](mailto:Tracy.Conklin@khpa.ks.gov) or call 785.296.7788 to reach by phone. Please provide all necessary contact information for the mailing to get to the right people.

- MTM will also have a full time Care Manager who will be available to work directly with the Medical providers to address specific issues or concerns related to their beneficiaries.